

**MEMBER AND BENEFIT SERVICES BRANCH
PERFORMANCE MEASURES SUMMARY
2nd Quarter 2010-11**

STRATEGIC GOALS

II. Foster a work environment that values quality, respect, diversity, integrity, openness, communication and accountability.

III. Sustain a high performance culture utilizing staff development, technology and Internal Capacity Innovative leadership and management strategies.

	Measure	Target	Q1 11	Q2 11	Q3 11	Q4 11
B-1	Percent of telephone inquiries closed at initial point of contact.	90%	●	●		

STRATEGIC GOAL

V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.

	Measures	Target	Q1 11	Q2 11	Q3 11	Q4 11
B-2	Answer before caller abandons call, due to wait time.	95%	■	●		
B-3	The length of time the callers wait for an agent after leaving IVR system and entering queue.	2 .5 min.	■	●		
B-4	Receive overall customer satisfaction rating for the Interactive Voice Response (IVR) system.	4.0	●	●		
B-5	Customer satisfaction for phone services.	4.7	●	●		

STRATEGIC GOAL

VI. Administer pension benefit services in a customer oriented and cost effective manner.

	Measures	Target	Q1 11	Q2 11	Q3 11	Q4 11
B-6	Percent of service credit cost requests completed, compared to number received.	100%	■	●		
B-7	Percent of service credit cost requests completed within 90 days of receipt.	95%	■	■		
B-8	Percent of service credit elections completed, compared to the number received.	100%	●	●		
B-9	Percent of service credit elections processed within 30 days of receipt.	95%	●	●		
B-10	Percent of workable estimates completed within 5 days of receipt.	90%	▼	▼		
B-11	Percent of workable estimates completed within 30 days of receipt.	100%	●	●		

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VI. Administer pension benefit services in a customer oriented and cost effective manner.

	Measures	Target	Q1 11	Q2 11	Q3 11	Q4 11
B-12	<i>Percent of applicants whose first payment is made within 30 calendar days of retirement effective date or application.</i>	100%	●	●		
B-13	<i>Percent of final adjustments made to service retirement benefits within 9 months of the retirement effective date.</i>	100%	●	▼		
B-14	<i>Percentage of death benefit claims paid within 45 days of receipt of last required documentation (Pre-retirement).</i>	100%	●	●		
B-15	<i>Percentage of death benefit claims paid within 45 days of receipt of last required documentation (Post retirement).</i>	100%	●	●		
B-16	<i>Percent of first refunds paid to eligible members within 30 calendar days of receipt of a valid election form.</i>	100%	●	●		
B-17	<i>Percent of disability determinations made regarding approval or disapproval within 6 months of receipt of complete application packages.</i>	70%	●	●		
B-18	<i>Percent of first disability payment made within 30 days of effective date or approval.</i>	85%	●	●		